















Data Gathering Guidelines

- Gartner is collecting data by Agency & Computer Facility. Each agency should distribute a survey worksheet to an appropriate computer facility
- A valid computer facility has more than 10 servers or more than 250 Sq. ft. of floor space
- Agencies at a Shared Resource Center (SRC) should complete a cost & staffing survey and a workload survey for their portion of the SRC
 - The facilities & occupancy portions should be completed by the SRC staff
- All data is ANNUAL using FY 2007-08 actual plus planned expenditures
 - Hardware Costs are reported as Expense, Lease,, and Maintenance for four years
 - Assets added or retired over the study period should be reported as the actual expense
- Personnel includes Employees, OPS and Contractors
- Allocation of aggregate figures will be necessary basis will vary
- "Best information within the time allotted"
- Accuracy sought is +/- 5% not an accounting exercise
- Save the details
- Document the assumptions, basis for allocations



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Support Resources Available

Survey Support

- Gartner provided explain text for survey questions to help clarify the intent of the questions
- Please leave a voice mail on the support line 850.921.1978 or send e-mail to trwuser@laspbs.state.fl.us in case of additional questions/clarifications
 - Please communicate your contact information
- Gartner will respond within one/two business days
- Gartner Support Contacts:
 - Cost Survey Terry Lawnicki & Serge Rampezzotti
 - Workload Survey Sree Chadalavada

Escalation

- Gartner Steve Bibee & Frank Petrus
- Senate Coordinator Eliza Hawkins



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